

## KoolWired Solutions LLC SLA Pricing Index as of 10-28-2004

### Service Level Agreement (SLA) Rates-Subject to Change

#### LEVEL I

Standard Hourly Service Charge	
Flat Hourly Rate	\$65.00
Flat Rate @ 10 Hours	\$650.00
Flat Rate @ 20 Hours	\$1,300.00
Flat Rate @ 30 Hours	\$1,950.00
Flat Rate @ 40 Hours	\$2,600.00

#### LEVEL II @ Annual Rate

SLA Service Blocks			
10 Hours @ \$60.00 per hour	\$600.00	Savings of	\$50.00
20 Hours @ \$55.00 per hour	\$1,100.00	Savings of	\$200.00
30 Hours @ \$50.00 per hour	\$1,500.00	Savings of	\$450.00
40 Hours @ \$45.00 per hour	\$1,800.00	Savings of	\$800.00

#### LEVEL III

SLA Premium Coverage-Unlimited Packages		
Coverage Includes 7am to 8 pm Monday-Friday with Emergency Pager Service		
10 to 25 Node Network	\$10,000.00	Annually
26 to 35 Node Network	\$15,000.00	Annually
36+ Node Network	Negotiable	